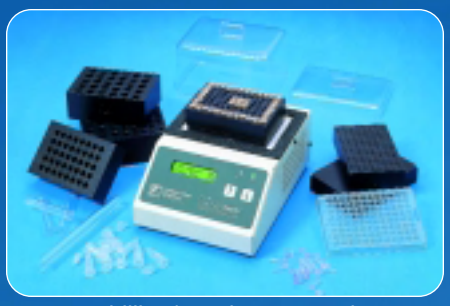
2008 CATALOG

TORREY PINES SCIENTIFIC, INC.

IN30/IN40 Chilling Incubators

HS50 Digital Hot Plates

HS10 Analog Hot Plates



IC20 Chilling/Heating Dry Baths

HS19 Multi-Stirring Hot Plates

IC22 2-Station Chilling/Heating Dry Bath

CB20 Mini Circulators

CO30 Chilling HPLC Column Ovens

HS40 Programmable Hot Plates

Temperature Control Specialists

EchoTherm™ Programmable, Digital and Analog Chilling and Heating Laboratory Equipment

About Us

At Torrey Pines Scientific, Inc. we design, develop, manufacture and sell chilling and heating laboratory equipment with analog and digital controls for use in the biotech, pharmaceutical, environmental, chemical, biomedical and other laboratories.

Torrey Pines Scientific, Inc. was founded in 1995 in Solana Beach, California, twenty miles north of San Diego, the west coast capital of the biomedical industry. We are a manufacturing company whose principals have over 50 years experience in designing and manufacturing high quality, unique analog and digital chilling and heating equipment. New products and new applications for existing products are being developed continuously by our marketing and engineering staffs to make your laboratory job easier. We are dedicated to excellence and innovation, and we take pride in our superior customer service. All our products are made in the USA and will be certified by UL, CSA and CE or equivalent agencies for safety.

Where To Order

We sell through some of the finest stocking distributors in the USA and around the world. These distributors are trained to sell and service our products. You can order directly from them, or you can order from us. You can call, fax, or e-mail us directly to order or to find the distributor closest to you. For ordering information outside the USA please contact us for the distributor in your country.

We accept orders by VISA and MASTERCARD as well as company purchase orders.

How To Reach Us

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Web Site:	www.torreypinesscientific.com

About Peltier Technology

Many of our products are based on Peltier technology to heat and chill. For those of you not familiar with this technology, we have a brief description here.

Peltier or thermoelectric cooling/heating is semiconductor-based. It has solid-state material in a module that functions as a small heat pump. By applying a low voltage DC power source to the module, heat will be moved through the module from one side to the other. One module face will be cooled while the other face heats. This effect can be reversed by reversing the current flow through the module. Thus the module can be used to heat or chill. We apply this principle to our chilling/heating incubators and chilling/heating dry baths, HPLC column chiller/heater and chilling/heating mini-circulator. They are very efficient and very good at controlling temperature ABOVE, BELOW, and DIRECTLY AT ROOM TEMPERATURE. They have very few moving parts, and no compressors or gases.

Chilling/Heating Dry Baths

There are 16 models of digital chilling/heating dry baths and 2 models of analog chilling only dry baths in our product range. They share many common features and applications with some features specific to individual models. The chart below will make the differences clear. Most have the same size plate, 2.875" (7.3 cm) x 4.375" (11.1 cm), and all use the same sample blocks. The larger Models IC30, IC30XT, IC35 and IC35XT have larger plate surfaces (5" x 5", 12.7cm square) and larger blocks with more sample capacity. All the digital units have an RS232 I/O port, 30-day countdown timer with alarm and user settable Auto-Off, built-in data logger, electronic calibration, back-lit two-line alphanumeric display with 16 characters per line, and UP/DOWN arrow front panel membrane switch for complete control of all functions. Some units are fully programmable and will store 3 routines in memory, and four of the units have built-in orbital shakers for mixing while heating or chilling. They all control temperature to 1ºC from -10ºC to 100ºC (XT versions control from -20ºC to 100Cº). The analog units chill only and to 30ºC (XT version to 40º) below ambient without controls. These analog units make excellent replacements for an ice bath. All units are Peltier-based with no compressors or CFC's to worry about.

SOME APPLICATIONS

- Maintaining 14ºC for ligation reactions
- Maintaining 17ºC for storing oocytes
- Enzyme reactions and deactivations
- Storing enzymes and DNA libraries at your work station
- Incubating samples at 37ºC
- Storing samples at ice bucket temperatures without the ice
- Incubating or chilling samples in 96 and 384-well assay plates
- Hybridizations
- PCR sample prep
- Micro Incubations
- General molecular biology

The charts below and to the right show our complete range and features for each.

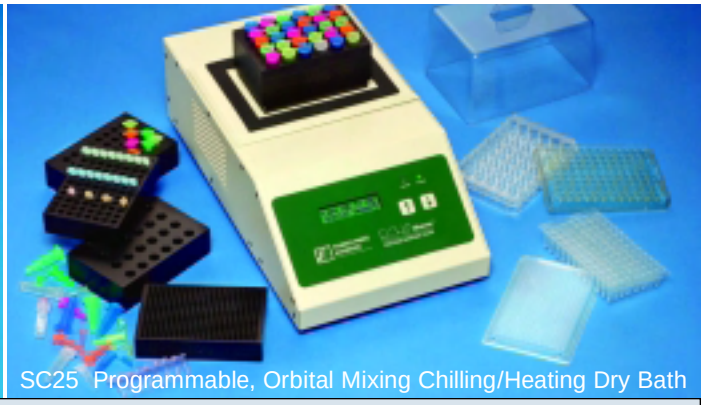
Features	Models							
	IC10	IC10XT	IC20	IC20XT	IC25	IC25XT	IC22	IC22XT
Peltier Driven	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Temperature Range Settable	30C below room temp.	40C below room temp.	-10 to 100C	-20 to 100C	-10 to 100C	-20 to 100C	-10 to 100C	-20 to 100C
Digital Controls	No	No	Yes	Yes	Yes	Yes	Yes	Yes
Programmable, 5 Routines	No	No	No	No	Yes	Yes	No	No
Orbitable Mixing and Speed, RPM	No	No	No	No	No	No	No	No
Plate Size, Centimeters	7.3 x 11.1	7.3 x 11.1	7.3 x 11.1	7.3 x 11.1	7.3 x 11.1	7.3 x 11.1	7.3 x 11.1	7.3 x 11.1
Number of Plates, Blocks/Unit	1	1	1	1	1	1	2	2
Temperature Accuracy	N/A	N/A	0.5C	0.5C	0.5C	0.5C	0.5C	0.5C
Temperature Readability	N/A	N/A	1C	1C	1C	1C	1C	1C
Temperature Stability	N/A	N/A	0.5C	0.5C	0.5C	0.5C	0.5C	0.5C
Temp. Uniformity on Blocks	N/A	N/A	0.3C	0.3C	0.3C	0.3C	0.3C	0.3C
PID Temperature Control	N/A	N/A	Yes	Yes	Yes	Yes	Yes	Yes
30-Day Timer w/Alarm and Auto-Off	N/A	N/A	Yes	Yes	Yes	Yes	Yes	Yes
RS232 I/O Port	N/A	N/A	Yes	Yes	Yes	Yes	Yes	Yes
Data-Logger Built-In	N/A	N/A	Yes	Yes	Yes	Yes	Yes	Yes
Universal Power Supply, Worldwide Use	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
UL, CSA and CE	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Sample Blocks Available	21	21	21	21	21	21	21	21

Chilling/Heating Dry Baths

IC20 Chilling/Heating Dry Baths

IC30 High Capacity Chilling/Heating Dry Bath

IC22 2-Station Chilling/Heating Dry Bath



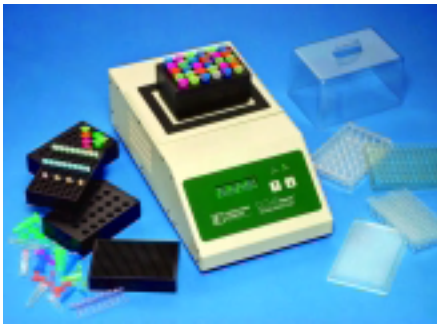
SC25 Programmable, Orbital Mixing Chilling/Heating Dry Bath

Features / Models

Features	IC30	IC30XT	IC35	IC35XT	SC20	SC20XT	SC25	SC25XT
Peltier Driven	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Temperature Range Settable	-10 to 100C	-20 to 100C	-10 to 100C	-20 to 100C	-10 to 100C	-20 to 100C	-10 to 100C	-20 to 100C
Digital Controls	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Programmable, 5 Routines	No	No	Yes	Yes	No	No	Yes	Yes
Orbitable Mixing and Speed, RPM	No	No	No	No	Yes, 200 to 1000	Yes 200 to 1000	Yes 200 to 1000	Yes 200 to 1000
Plate Size, Centimeters	12.7 x 12.7	12.7 x 12.7	12.7 x 12.7	12.7 x 12.7	7.3 x 11.1	7.3 x 11.1	7.3 x 11.1	7.3 x 11.1
Number of Plates, Blocks/Unit	1	1	1	1	1	1	1	1
Temperature Accuracy	0.5C	0.5C	0.5C	0.5C	0.5C	0.5C	0.5C	0.5C
Temperature Readability	1C	1C	1C	1C	1C	1C	1C	1C
Temperature Stability	0.5C	0.5C	0.5C	0.5C	0.5C	0.5C	0.5C	0.5C
Temp. Uniformity on Blocks	0.3C	0.3C	0.3C	0.3C	0.3C	0.3C	0.3C	0.3C
PID Temperature Control	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
30-Day Timer w/Alarm and Auto-Off	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
RS232 I/O Port	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Data-Logger Built-In	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Universal Power Supply, Worldwide Use	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
UL, CSA and CE	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Sample Blocks Available	19	19	19	19	21	21	21	21

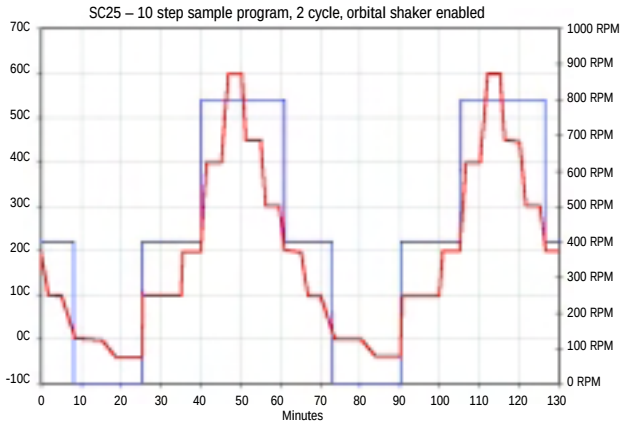
Orbital Mixing Chilling/Heating Dry Baths

Model SC25 / SC25XT - Programmable, Orbital Mixing Chilling / Heating Dry Bath



The SC25 is a fully programmable chilling/heating dry bath with built-in orbital mixer. The unit can store 5 programs in memory of as many as 10 steps per program where each step can be a temperature, time and mixing speed. Each program can be repeated from 1 to 99 times automatically.

The SC25 has speeds for mixing settable from 200 to 1000 rpm. The temperature range is -10ºC to 100ºC (XT version is -20ºC to 100ºC). The unit has an RS232 I/O port for recording data or for controlling the unit from a computer. The built-in data logger can store 7825 data points collectable in 1 second, 1 minute or 5 minute intervals. It accepts the full range of sample blocks listed on page 12 and 13 for centrifuge tubes, assay plates, vials, and test tubes. The unit is provided with a 12VDC bench top power supply that takes AC inputs from 100 to 260VAC, 50/60 Hz. It comes complete with user's manual, 3-wire AC line cord for the country of use, and full 12-month warranty. The unit measures only 14.5" (36.83 cm) deep x 7.75" (19.69 cm) wide x 4.25" (10.8 cm) tall without a sample block. It weighs about 20 pounds (9.0 kg). It is UL, CSA, and CE compliant.



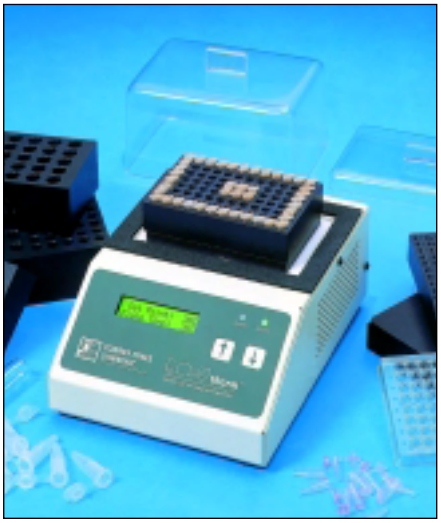
The graph above shows a temperature, time and mixing speed profile that can be stored in memory in the SC25 and rerun at any time.

Model SC20 / SC20XT - Orbital Mixing Chilling / Heating Dry Bath

The Model SC 20 is a non-programmable version of the SC25. Like the SC25, the SC20 has a built-in orbital mixer with speeds settable from 200 to 1000 rpm and a temperature range from -10ºC to 100ºC (XT versions have a temperature range from -20ºC to 100ºC). It has an RS232 I/O port for recording data or for controlling the unit from a computer. The built-in data logger can store 8110 data points collectable in 1 second, 1 minute, or 5 minute intervals. It accepts the full range of sample blocks listed on pages 12 & 13 for centrifuge tubes, assay plates, vials, and test tubes. The unit is provided with a 12VDC bench top power supply that takes AC inputs from 100 to 260VAC, 50/60 Hz. It comes complete with user's manual, 3-wire AC line cord for the country of use, and a full 12-month warranty. The unit measures 14.5" (36.83 cm) deep x 7.75" (19.69 cm) wide x 4.25 (10.8 cm) tall without a sample block. It weighs about 20 pounds (9.0 kg). It is UL, CSA, and CE compliant

Chilling/Heating Dry Baths

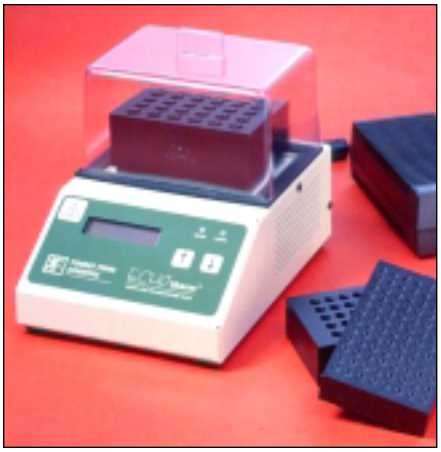
Model IC20 / IC20XT - Chilling / Heating Dry Bath



The Model IC20 is a simple set-and-forget chilling/heating dry bath. Set the temperature anywhere from -10ºC to 100ºC (-20º to 100ºC in the XT version) and the unit goes there. To change temperature, simply set in another target and the unit goes to it.

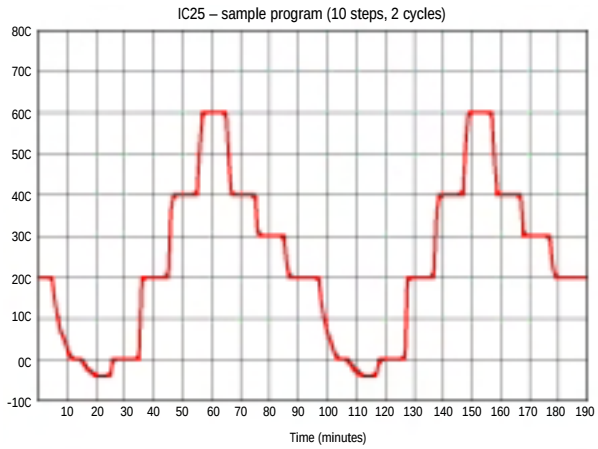
The IC20 has an RS232 I/O port for recording data or for controlling the unit from a computer. The built-in data logger can store 8110 data points collectable in 1 second, 1 minute, or 5 minute intervals. It accepts the full range of sample blocks listed on pages 12 & 13 for centrifuge tubes, assay plates, vials, and test tubes. The unit is provided with a 12VDC bench top power supply that takes AC inputs from 100 to 260VAC, 50/60 Hz. It comes complete with user's manual, 3-wire AC line cord for the country of use, and full 12-month warranty. The unit is very compact measuring 6.5" (16.5 cm) wide x 8.75" (22.23 cm) deep x 3.5" (5.6 cm) high without a sample block. It weighs about 6.5 pounds (2.9 kg). It is UL, CSA, and CE compliant.

Model IC25 / IC25XT - Fully Programmable Chilling / Heating Dry Bath



The Model IC25 is the fully programmable version of the IC20. Like the IC20 it does not shake, but it can store 5 programs in memory of as many as 10 steps per program where each program step can be a temperature and time. Each program can be repeated from 1 to 99 times automatically.

The IC25 can be set from -10ºC to 100ºC (-20º to 100ºC in the IC25XT). It has an RS232 I/O port for recording data or for controlling the unit from a computer. The built-in data logger can store 7825 data points collectable in 1 second, 1 minute or 5 minute intervals. It accepts the full range of sample blocks listed on pages 12 & 13 for centrifuge tubes, assay plates, vials and test tubes. The unit is provided with a 12VDC bench top power supply that takes AC inputs from 100 to 260VAC, 50/60Hz. It comes complete with user's manual, 3-wire AC line cord for the country of use, and a full 12-month warranty. The unit is very compact measuring only 6.5" (16.5 cm) wide x 8.75" (22.23 cm) deep x 3.5" (5.6 cm) high without the sample block. It weighs 6.5 pounds (2.9 kg). It is UL, CSA, and CE compliant.



The graph above shows a temperature and time profile that can be stored in memory in the IC25 and rerun at any time.

Chilling/Heating Dry Baths

Model IC22 / IC22XT - Two Position Chilling / Heating Dry Bath

The Model IC22 is a 2-position, non-programmable chilling/heating dry bath. It is like the IC20 above except that it has 2 chilling/heating positions that can be set to the same temperature or 2 different temperatures. The temperature range for both positions is -10ºC to 100ºC (-20ºC to 100ºC on IC22XT). It has an RS232 I/O port for recording data or for controlling the unit from a computer. The built-in data logger can store 8110 data points in 1 second, 1 minute or 5 minute intervals. It accepts the full range of sample blocks listed on pages 12 & 13 for centrifuge tubes, assay plates, vials and test tubes. The unit is provided with a 12VDC bench top power supply that takes inputs from 100 to 260VAC, 50/60Hz. It comes complete with user's manual, 3-wire AC line cord for the country of use, and full 12-month warranty. The unit measures 6.5" (16.5 cm) wide x 14" (35.56 cm) deep x 3.5" (8.8 cm) high without sample blocks. It weighs 9 pounds (4.1 kg). It is UL, CSA, and CE compliant.

Model IC10 / IC10XT - Electronic Ice Cube

The Model IC10, called the Electronic Ice Cube, is an uncontrolled, Peltier-driven device that chills only. It will go to 30ºC below room temperature (40ºC on the IC10XT). The unit is designed to replace an ice bucket. No more water, mess or changing ice as it melts. The unit has the same size chilling plate as all the other smaller units in this section and uses all the same sample blocks and covers. It is very small and uses virtually no bench space. It is supplied with a 12VDC bench top power supply that takes AC inputs from 100 to 260 VAC, 50/60Hz. It comes complete with cable for a car cigarette lighter for field use, user's manual, 3-wire AC line cord for the country of use, and full 12 month warranty. It measures 6.5" (16.5 cm) wide x 4.75" (12 cm) deep x 3.5" (8.9 cm) high. It weighs 6 pounds (2.7 kg). It is UL, CSA, and CE compliant.

Chilling/Heating Dry Baths

Model IC30 / IC30XT - High Capacity Chilling / Heating Dry Bath

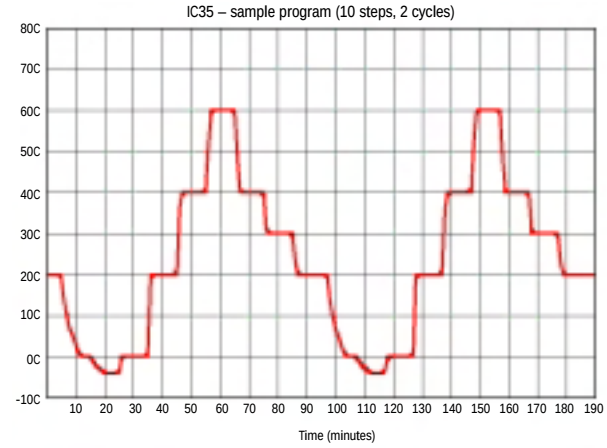
The Model IC30 is a heavy duty, high-capacity, set-and-forget chilling/heating dry bath. It has a larger chilling/heating surface and takes larger sample blocks that will hold more centrifuge tubes, assay plates, vials, etc. As an example, the IC20 block for 1.5ml centrifuge tubes will hold 30 of these tubes. The IC30 with its block for 1.5ml centrifuge tubes will hold 64. The temperature range is from -10ºC to 100ºC (-20ºC to 100ºC on the IC30XT). To set temperature, simply touch the UP or DOWN arrows to the value wanted and the unit will go there.

The IC30 has an RS232 I/O port for recording data or for controlling the unit from a computer. The built-in data logger can store 8110 data points collectable in 1 second, 1 minute, or 5 minute intervals. It accepts the full range of sample blocks listed on pages 13 & 14 for centrifuge tubes, assay plates, vials and test tubes. The unit is provided with a 12VDC bench top power supply that takes AC inputs from 100 to 260VAC, 50/60Hz. It comes complete with user's manual, 3-wire AC line cord for the country of use, and a full 12-month warranty. The unit is very compact. It measures 8.5" (21.6cm) wide x 10" (25.4cm) deep x 4" (10.2cm) high without a sample block. It weighs 8 pounds (3.64kg). It is UL, CSA, and CE compliant.

Model IC35/IC35XT - High Capacity, Fully Programmable Chilling / Heating Dry Bath

The Model IC35 is the fully programmable version of the IC30. It can store 5 programs in memory of as many as 10 steps per program where each program step can be a temperature and time. Each program can be made to repeat from 1 to 99 times automatically.

The IC35 can be set from -10ºC to 100ºC (-20ºC to 100ºC for the the IC35XT). It has an RS232 I/O port for recording data or for controlling the unit from a computer. The built-in data logger can store 7825 data points collectable in 1 second, 1 minute, or 5 minute intervals. It accepts the full range of blocks listed on pages 13 & 14 for centrifuge tubes, assay plates, vials and test tubes. The unit is provided with a 12VDC bench top power supply that takes AC inputs from 100 to 260VAC, 50/60Hz. It comes complete with user's manual, 3-wire AC line cord for the country of use, and a full 12-month warranty. The unit is very compact measuring only 8.5" (21.6cm) wide x 10" (24.5cm) deep x 4" (10.2cm) high without a sample block. It weighs 8 pounds (3.64kg). It is UL, CSA, and CE compliant.



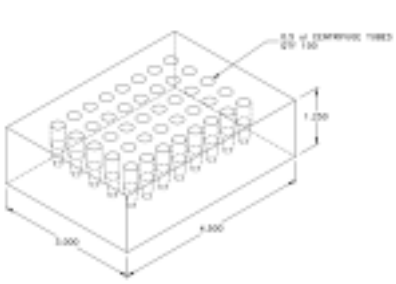
The graph above shows a temperature and time profile that can be stored in memory in the IC35 and rerun at any time.

Sample Blocks and Covers

There are two families of blocks listed. One is for the IC30, IC30XT, IC35 and IC35XT. These are the larger capacity blocks with the numbers that start 620-55XX. The other family starts with the numbers 620-50XX and are for all of the other units. All blocks are precision machined from solid aluminum to exactly fit the sample container shape listed. The bottom of the blocks is machined to nest on the dry bath plates to prevent movement. The blocks for the shaking units have magnets in their base to keep them stable while shaking. Also, custom blocks are available for any sample container on special order.

Clear polycarbonate covers are available. The bigger covers are for the IC30, IC30XT, IC35 and IC35XT. They are part number 720-5509. The covers for the smaller blocks are number 720-0009.

Sample Blocks for - IC10, IC20, IC25, IC22, SC20 and SC25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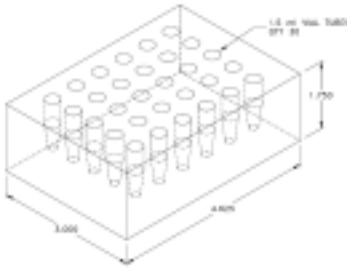
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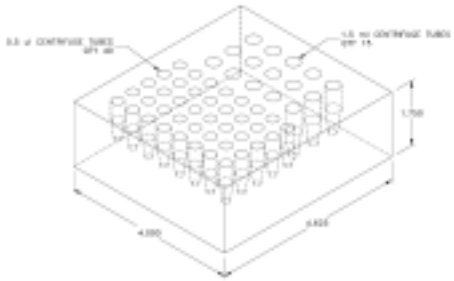
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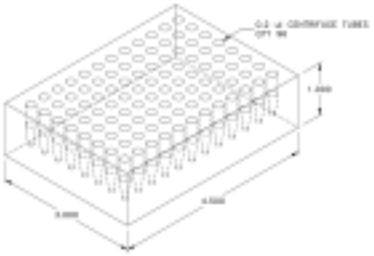
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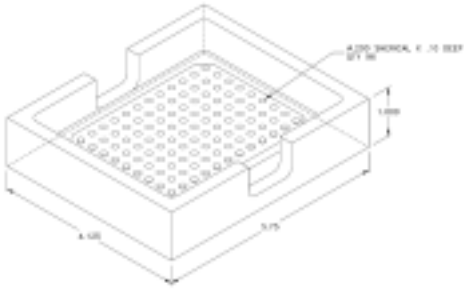
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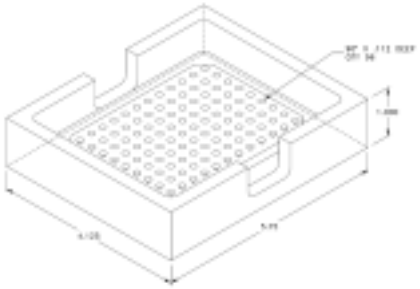
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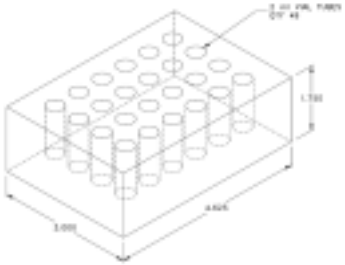
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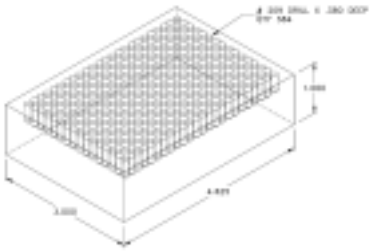
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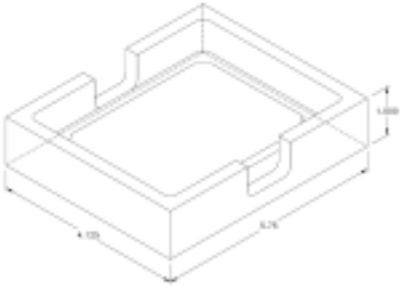
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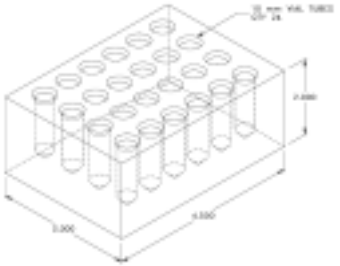
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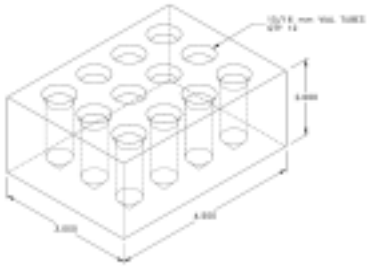
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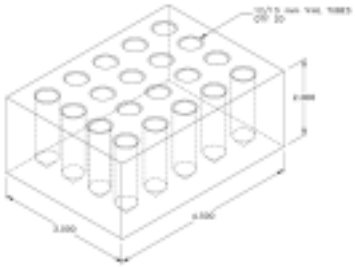
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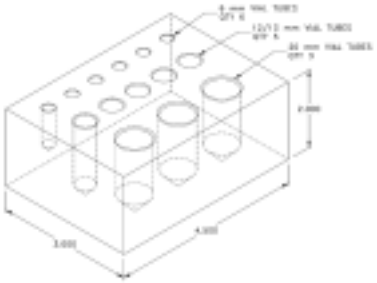
Sample Blocks for - IC10, IC20, IC25, IC22, SC20 and SC25



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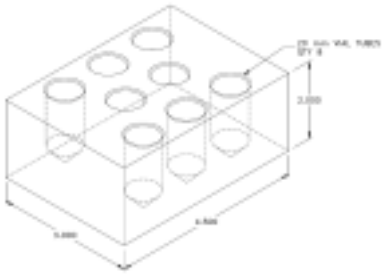

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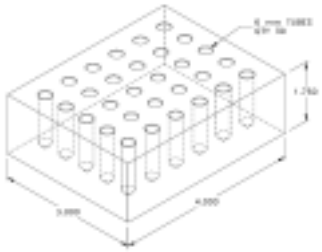

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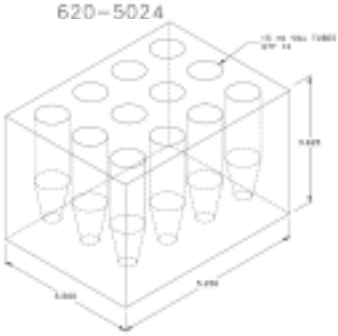

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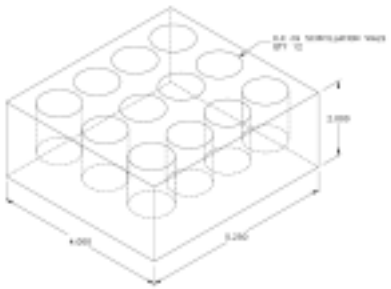

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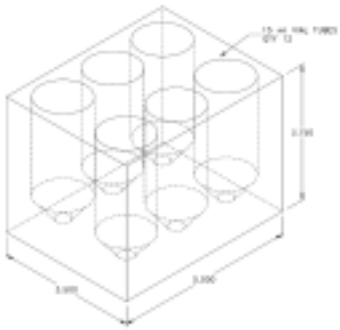

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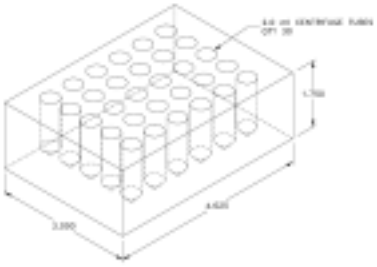
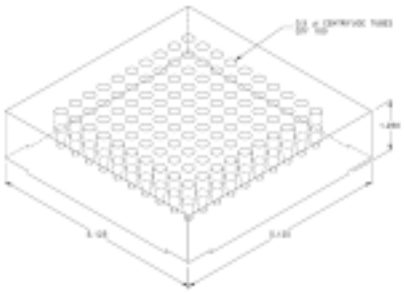


620-5032

Sample Blocks for - IC30 and IC35



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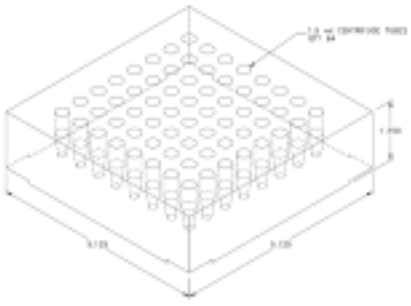

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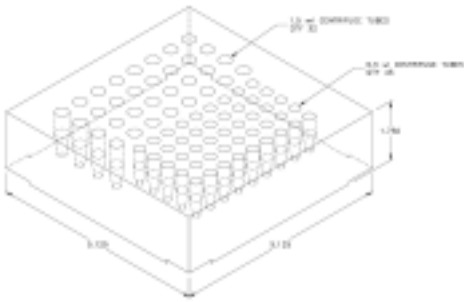

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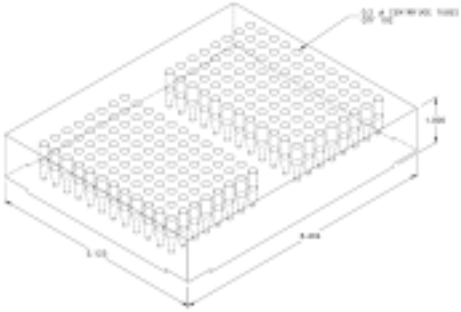

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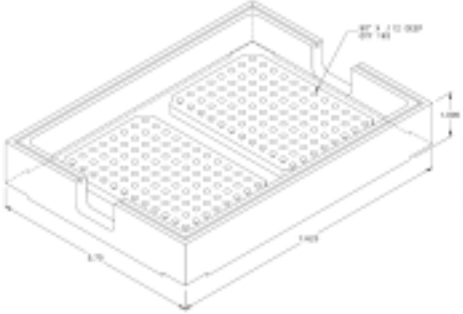

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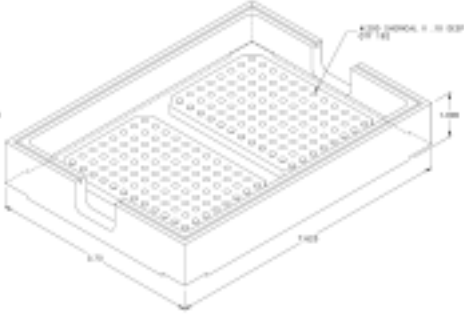

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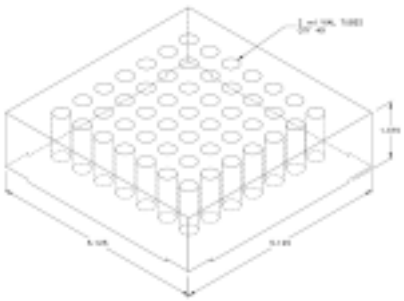
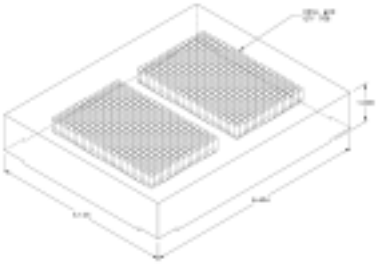


620-5518

Sample Blocks and Covers

Sample Blocks for - IC30 and IC35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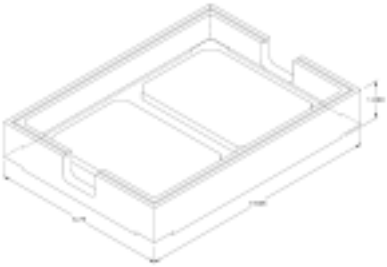
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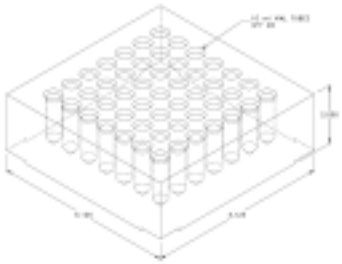
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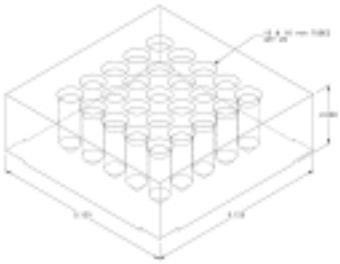
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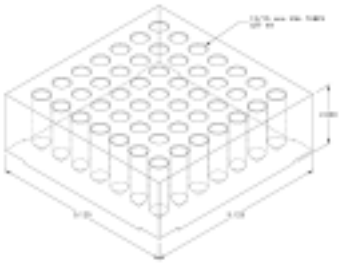
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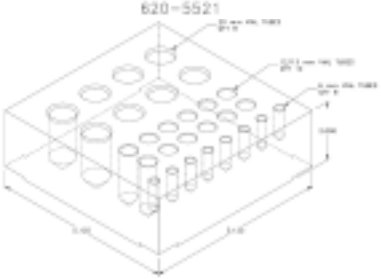
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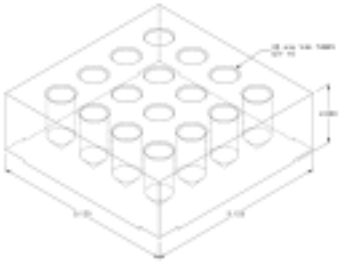
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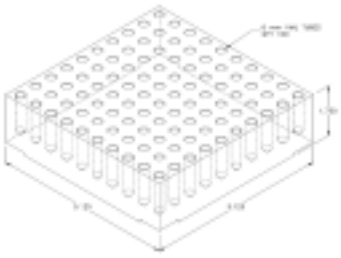
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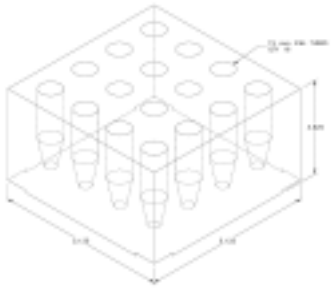
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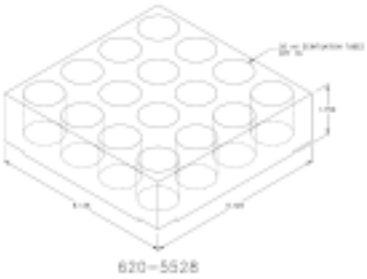
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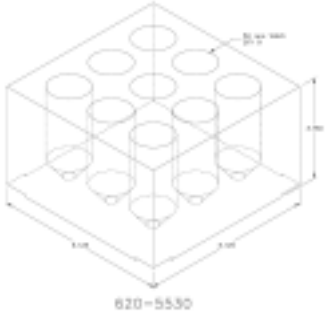
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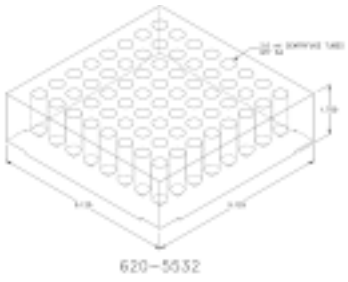
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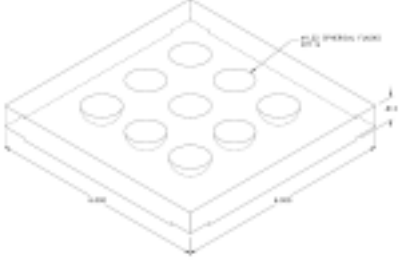
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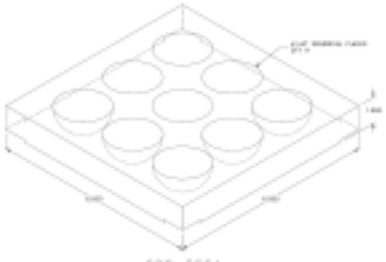
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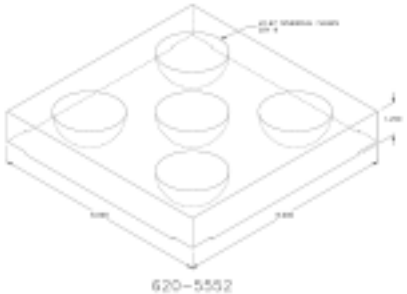
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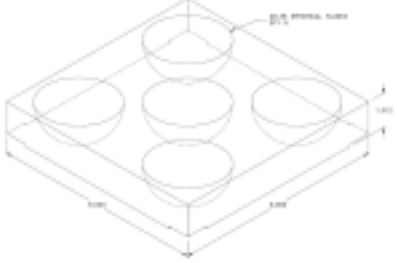
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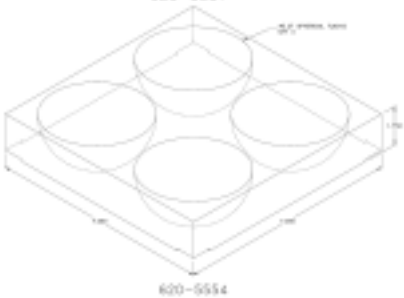
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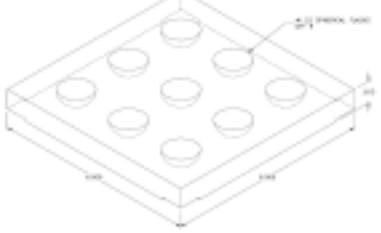
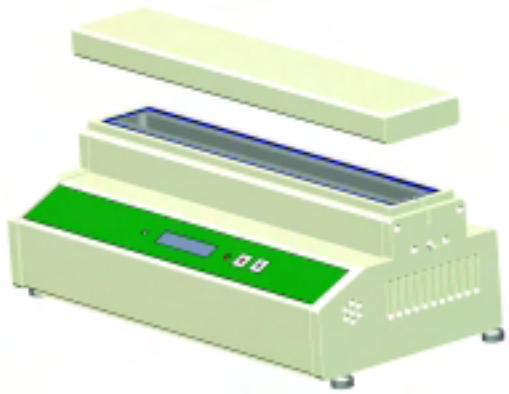

620-5555

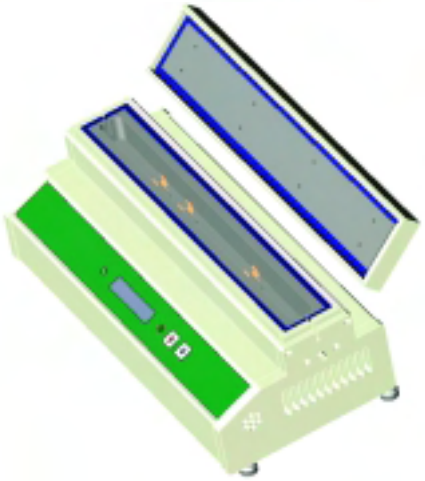
Programmable Chilling/Heating HPLC Column Oven

Model CO50 - EchoTherm™ Programmable Chilling/Heating HPLC Column Oven

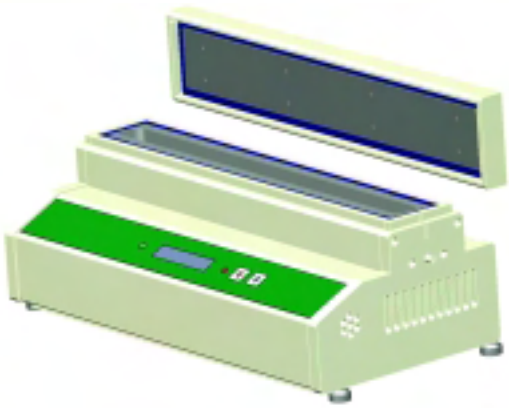
The Model CO50 is a fully programmable, Peltier-based, HPLC column oven with a column temperature range from 4.0ºC to 100.0ºC. The unit has no compressors or CFC's and is virtually maintenance free. The unit can store five programs in memory for instant recall and use at any time. Each program can be set to automatically repeat from 1 to 99 times. The CO50 also can be used as a simple set and forget single temperature unit without using the programming.



The CO50 has a 15” (38.1cm) long x 1.5” (3.81cm) wide x 1.5” (3.81cm) deep chamber that can take one 1/4” or 3/8” diameter by 30cm long column and set and control the temperature of that column to 0.1ºC with an accuracy of 0.2ºC. The chilling/heating chamber is milled from a single piece of aluminum that is slightly tilted to allow spills to run to the built-in 1/8” drain tube on one end for removing and collecting them.



The CO50 has a Stable Temperature indicator to advise the user that the target temperature has been reached and is controlling. In addition, it has an injection counter to keep count on the samples run through the column, a 30-day count-down timer with alarm and user settable Auto-Off that turns the heater/chiller off at the end of a count-down timed event, and an RS232 I/O port for controlling the CO50 from a computer or chromatograph. Electronic temperature calibration is standard and is held in memory and is accessible by the user to reset calibration if wanted or needed.



The display is a backlit two line alphanumeric with 16 characters per line. It displays target and actual temperature and timer is used. It will display program steps if running a multi-step temperature/time program.

The unit is 16” (40.64cm) side to side x 6” (15.24cm) deep x 6” (15.24cm) high. It weighs 12 pounds (5.4kg). It is powered by a universal power supply that takes inputs from 100VAC to 260VAC, 50/60Hz and converts that to 12 volts DC for the unit. The CO50 comes complete with power supply, line cord for the country of use, counter cable, instruction manual and 12-month warranty. It is UL, CSA and CE compliant.

CUSTOMER SERVICE
Is The Name Of The Game!

Being smaller than a lot of companies in the world, we at Torrey Pines Scientific, Inc. have to be better at what we do than most. To this end, we start with what we feel to be most important: excellent products at fair prices and excellent customer service.

Our products and prices speak for themselves, but when you call you speak to one of us, not an answering machine with voice mail. During business hours, you will always talk to a real person who cares about your needs. We are committed to it.

On top of that, we really are good at servicing our customers' needs. For instance, on the odd day that we receive a unit in for repair, it is worked on that day or the next. If needed, we will turn a repair around in a day, and we won't fleece you for the work done. Also, we do a lot of custom work on sample blocks for our customers for use on our chilling/heating dry baths. We make the largest range of standard sample blocks, and we will make a custom block for any sample holder needed.

Here are just a couple of quotes from some of our customers about our service:

FROM ONE OF OUR OEM CUSTOMERS:

"I trust that we are not too demanding, but you are so accommodating. I want to share part of a conversation I had this morning with one of our sales reps. A question came up about Torrey Pines and I explained that I was working with one of your people to make a sample block good for us. He also spoke about his experience with Torrey Pines in taking care of one of his customers. We expressed simultaneously how "refreshing" it was to work with you, both of us choosing the word "refreshing"."

FROM ONE OF OUR CUSTOMERS:

"Today I received a replacement for an aluminum block that I had recently purchased for use with my Electronic Ice Cube. (Originally), when I returned the warranty registration card, I filled out in the space for comments, requesting that you make a block that would fit 0.2ml thin-walled PCR strip tubes. Less than a week later, I received a telephone call from a very gracious gentleman working for your firm. He stated that you did, indeed, make such a block, and that he would be more than happy to replace the one I had with a new block.

The fact that your company listens to a customer and actually takes the time to do something about the customers' concerns is very rare today. Your personnel are to be commended. I will certainly continue to purchase lab equipment from your company. Thank you.""

And we do listen. In fact, we request that you ask us for products you cannot find elsewhere. Maybe we can help you find it, or maybe we can make it for you. New products are important to us, and we will always listen to your needs. You are important to us. You are our customer!

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